# Full Service Performance Metrics

09/23/2015

- **System Availability Metrics**
  - 8 week trend
  - KPIs requested by the work group

- **Performance Metrics - Full Mailing Life Cycle**
  - eDoc processing
  - MicroStrategy Reports
  - Full Service Feedback timing

- **Appendix**
  - Detailed Performance Metrics

UNITED STATES
POSTAL SERVICE ®

Percentage of actual uptime relative to the total planned uptime.
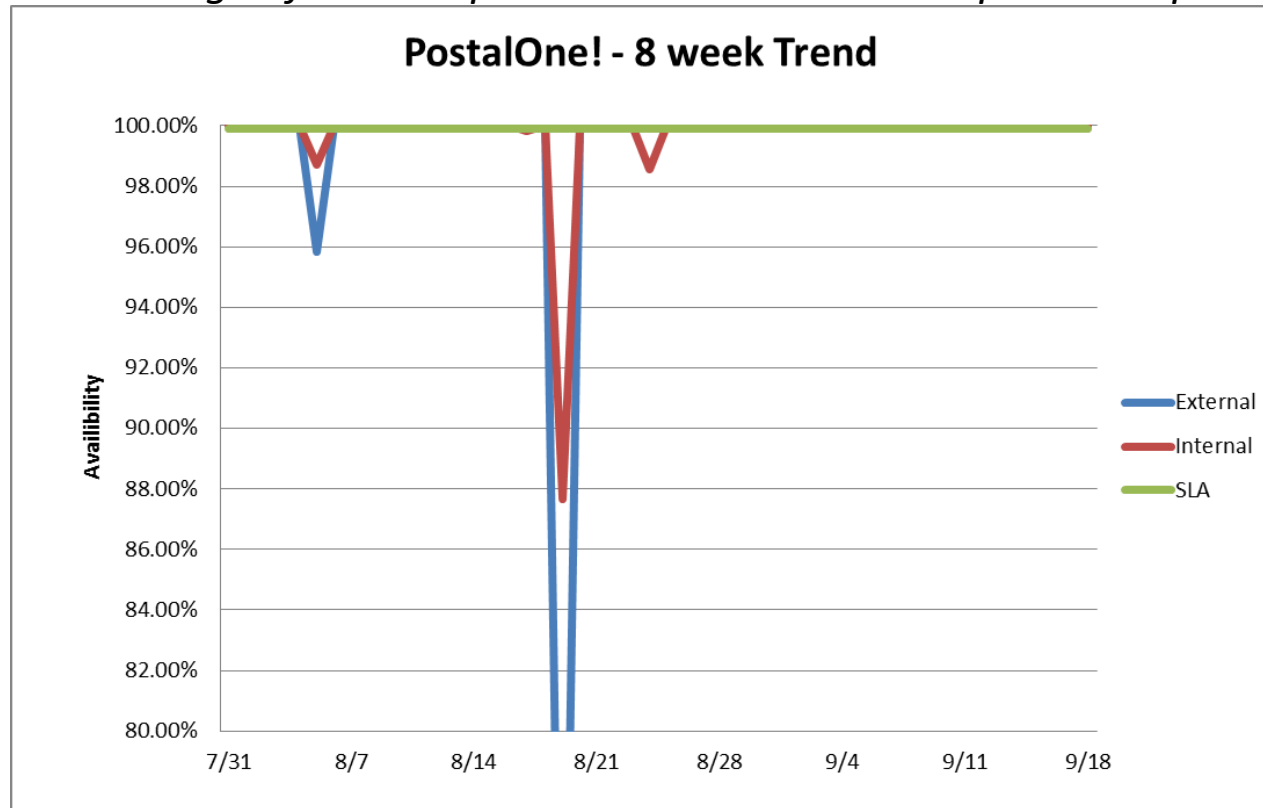
- TELECOM created an availability issue for several applications on Wednesday, Aug 5th from 8:30 pm ct. until 10:30 pm ct. Multiple applications were unavailability when TELECOM, performing their yearly software upgrades to the Cisco's Nexus 5500s switch, encounter an LDAP issue. The software upgrades were completed and all affected network infrastructure equipment was restored to normal operation.
- PO! had an reoccurring availability issue Monday, Aug 17th from around 11:50 am ct. until 3:30 pm ct. The issue was caused by too many high active sessions and index contention issues in PO!. The issues have been resolved.
- PO! had a widespread availability issue on Wednesday, Aug 19th from around 7:10 am ct. until 3:55 pm ct. All internal (BMEU) and external (mailers) users were unable to access PostalOne or submit eDocumentation due to a database outage. It appears that a device failure may of contributed to the database issue. The technical issue was resolved and the database instances were restarted. The application queues were monitored until they returned to normal levels. Problem ticket PRB000000042356 was created for this issue.

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Mean-Time Between Failure
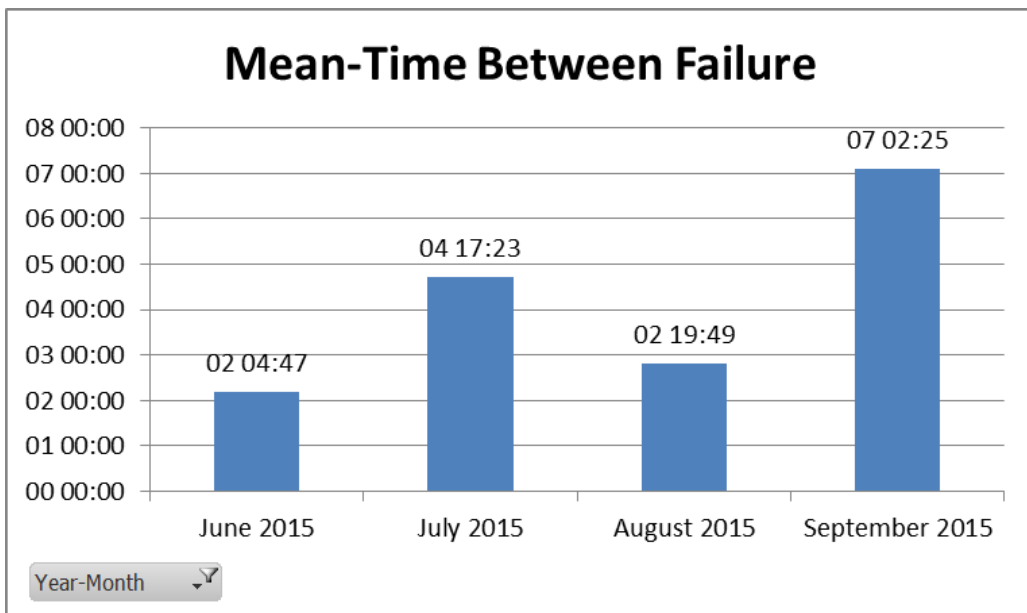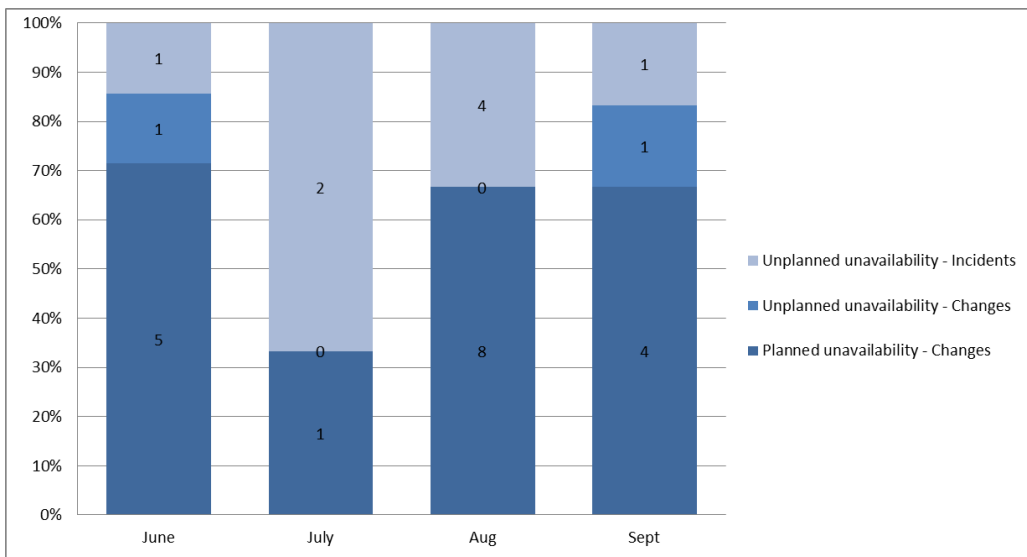
Outages / Availability:

- **% of outage due to changes (planned unavailability)**   Percentage of outage (unavailability) due to implementation of planned changes, relative to the service hours.

- **% of unplanned outage/unavailability due to changes**   Percentage of unplanned outage (unavailability) due to the implementation of changes into the infrastructure. Unplanned means that the outage (or part of the outage) was not planned before implementation of the change.

- **% of outage due to incidents (unplanned unavailability)** Percentage of outage (unavailability) due to incidents in the IT environment, relative to the service hours.

- **Mean-time between failure (MTBF)** The average time between critical incidents over a given period, i.e. the average time the application will function before failing.

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Mail.dat eDoc First Class Postage Statement Processing Time

Week ending 09/22/2015	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	100.00%	0.00%
Total Job Count	28,532	749	70	21	1
Jobs Not Meeting SLA	0	0	0	0	1
PS Generation Average Time (HH:MM:SS)	0:01:47	0:03:31	0:23:31	1:18:16	2:04:36
PS Generation Min Time (HH:MM:SS)	0:00:03	0:01:19	0:07:28	0:48:03	2:04:36
PS Generation Max Time (HH:MM:SS)	0:48:09	0:55:11	0:53:39	1:56:48	2:04:36

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.dat eDoc Periodicals Postage Statement Processing Time

Week ending 09/21/2015	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	100.00%	-	-
Total Job Count	3,534	84	10	0	0
Jobs Not Meeting SLA	0	0	0	0	0
PS Generation Average Time (HH:MM:SS)	0:02:54	0:05:50	0:14:11	0:00:00	0:00:00
PS Generation Min Time (HH:MM:SS)	0:00:36	0:01:04	0:03:37	0:00:00	0:00:00
PS Generation Max Time (HH:MM:SS)	0:47:49	0:45:09	1:08:25	0:00:00	0:00:00

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.dat eDoc Standard Mail Postage Statement Processing Time

Week ending 09/21/2015	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	99.50%	100.00%	57.14%
Total Job Count	31,186	1,081	199	15	7
Jobs Not Meeting SLA	0	0	1	0	3
PS Generation Average Time (HH:MM:SS)	0:02:21	0:05:16	0:20:35	0:47:28	2:05:25
PS Generation Min Time (HH:MM:SS)	0:00:00	0:01:08	0:04:51	0:16:06	0:43:00
PS Generation Max Time (HH:MM:SS)	1:06:24	1:10:20	2:09:31	1:37:16	3:56:52

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

Mail.dat eDoc Package Services Postage Statement Processing Time

Week ending 09/21/2015	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	99.87%	91.67%	80.00%	-	-
Total Job Count	1,534	12	5	0	0
Jobs Not Meeting SLA	2	1	1	0	0
PS Generation Average Time (HH:MM:SS)	0:02:53	0:34:22	3:00:32	0:00:00	0:00:00
PS Generation Min Time (HH:MM:SS)	0:00:29	0:01:35	0:05:54	0:00:00	0:00:00
PS Generation Max Time (HH:MM:SS)	6:37:39	5:45:11	14:15:00	0:00:00	0:00:00

Mail.dat End to End Processing Time *includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*

Mail.dat eDoc Mixed Class Postage Statement Processing Time

Week ending 09/21/2015	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
SLA	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
% of Jobs that met SLA	100.00%	100.00%	97.56%	77.78%	-
Total Job Count	2,601	352	82	9	0
Jobs Not Meeting SLA	0	0	2	2	0
PS Generation Average Time (HH:MM:SS)	0:01:45	0:05:49	0:31:42	2:12:19	0:00:00
PS Generation Min Time (HH:MM:SS)	0:00:00	0:01:15	0:04:39	0:21:39	0:00:00
PS Generation Max Time (HH:MM:SS)	0:46:02	1:05:39	7:06:11	11:37:34	0:00:00

Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.
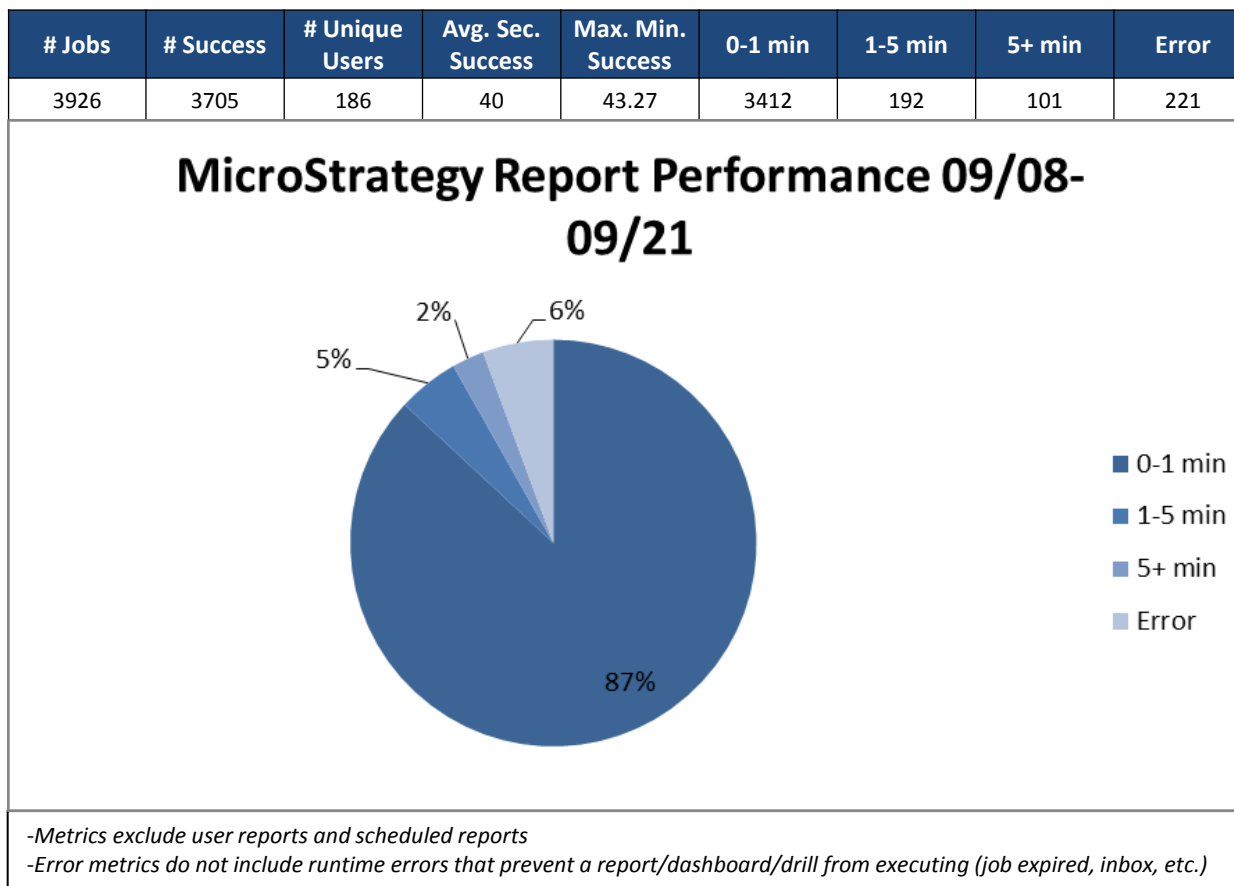
Mail.xml eDoc End-to-End Processing Time

Week ending 09/21/2015	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement	Periodical Statement
SLA	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes	Under 1 minute
% of Messages that met SLA	99.91%	99.65%	99.98%	99.86%	99.68%
Total Message Count	8,727	8,805	9,657	7,326	632
Messages Not Meeting SLA	8	31	2	10	2
Average E2E Processing Time (HH:MM:SS)	00:00:05	00:00:11	00:00:11	00:00:13	00:00:13
Min E2E Processing Time (HH:MM:SS)	00:00:01	00:00:03	00:00:02	00:00:06	00:00:06
Max E2E Processing Time (HH:MM:SS)	00:00:37	00:09:36	00:02:04	00:03:44	00:04:26

# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
3926	3705	186	40	43.27	3412	192	101	221

MicroStrategy Report Performance 09/08-09/21

- 0-1 min
- 1-5 min
- 5+ min
- Error

-Metrics exclude user reports and scheduled reports
-Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)

To run reports more efficiently, users can:

- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

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# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
2715	2656	534	31	58.87	2540	88	28	59

MicroStrategy Dashboard Performance 09/08 - 09/21

- 3%
- 1%
- 2%
- 94%

Legend:
- 0-1 min
- 1-5 min
- 5+ min
- Error

-Metrics exclude user reports and scheduled reports
-Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)

To run reports more efficiently, users can:

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- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
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Report Category	Report Name	# Jobs	% Total	# Unique Users	# Success	Success Rate	Avg. Sec. Success	Max Sec. Success	# Success 0-1 min	% Success 0-1 min	# Success 1-5 min	% Success 1-5 min	# Success 5+ min	% Success 5+ min
Mailer Scorecard	Mailer Scorecard	2035	30.64%	439	2032	99.85%	20	223	1990	97.79%	42	2.06%	0	0.00%
Mailer Scorecard	Mailer Scorecard Export	1290	19.42%	72	1290	100.00%	8	114	1286	99.69%	4	0.31%	0	0.00%
Mailer Scorecard	Mailer Owner Scorecard	533	8.03%	201	530	99.44%	15	446	504	94.56%	25	4.69%	1	0.19%
Mailer Scorecard	Mail Owner Scorecard Export	366	5.51%	41	366	100.00%	3	22	366	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (eDoc Submitter)	180	2.71%	14	180	100.00%	22	176	156	86.67%	24	13.33%	0	0.00%
	Postage Assessment Summary Report (eDoc Submitter) - Informational Only	167	2.51%	20	167	100.00%	26	48	167	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Address Quality Report	153	2.30%	12	153	100.00%	17	99	140	91.50%	13	8.50%	0	0.00%
Mail Quality	Undocumented Summary Report	140	2.11%	15	140	100.00%	78	690	108	77.14%	17	12.14%	15	10.71%
Mail Quality	Mail Quality Error Type Report (Mail Owner & Preparer)	117	1.76%	14	115	98.29%	76	374	76	64.96%	35	29.91%	4	3.42%
Mail Quality	Full-Service Percentage by Permit Report	110	1.66%	17	110	100.00%	8	51	110	100.00%	0	0.00%	0	0.00%
Mail Quality	Undocumented Detailed Report	104	1.57%	12	96	92.31%	259	1524	34	32.69%	32	30.77%	30	28.85%
eMIR	Aggregate Report	100	1.51%	4	100	100.00%	6	22	100	100.00%	0	0.00%	0	0.00%
Mail Quality	Undocumented Report by Scan Facility	80	1.20%	12	80	100.00%	2	16	80	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Mailer Summary Report	76	1.14%	8	76	100.00%	7	25	76	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report	60	0.90%	5	60	100.00%	59	307	43	71.67%	15	25.00%	2	3.33%
Mail Quality	Mailing Data Quality Error Type Report	59	0.89%	6	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	52	0.78%	7	52	100.00%	10	41	52	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Summary Report (eDoc Submitter)	51	0.77%	2	51	100.00%	58	260	39	76.47%	12	23.53%	0	0.00%
STC	STC Detail Report by Entry Facility	46	0.69%	2	46	100.00%	8	35	46	100.00%	0	0.00%	0	0.00%
Mail Quality	Undocumented Bookend Report (External)	44	0.66%	13	44	100.00%	9	31	44	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report (External)	44	0.66%	5	44	100.00%	21	180	42	95.45%	2	4.55%	0	0.00%
eInduction	eInduction Job Summary Report (External)	40	0.60%	5	40	100.00%	0	1	40	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Owner)	35	0.53%	6	18	51.43%	220	3532	17	48.57%	0	0.00%	1	2.86%
	Postage Assessment Job Report - Informational Only	34	0.51%	8	34	100.00%	18	30	34	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Monthly Trending Report (eDoc Submitter)	32	0.48%	7	32	100.00%	65	186	16	50.00%	16	50.00%	0	0.00%
	Error Verification Report	32	0.48%	2	0	0.00%			0	0.00%	0	0.00%	0	0.00%
eInduction	eInduction Facility Report	32	0.48%	3	32	100.00%	6	17	32	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	30	0.45%	7	26	86.67%	43	165	20	66.67%	6	20.00%	0	0.00%
Mail Quality	Mail Quality Dashboard (eDoc Submitter)	29	0.44%	2	29	100.00%	226	489	3	10.34%	20	68.97%	6	20.69%
Mail Quality	Seamless Acceptance Job Exception Report (eDoc Submitter)	28	0.42%	3	28	100.00%	10	15	28	100.00%	0	0.00%	0	0.00%
STC	STC Mailing Group Drill Report	28	0.42%	1	28	100.00%	2	3	28	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (Mail Preparer)	27	0.41%	2	0	0.00%			0	0.00%	0	0.00%	0	0.00%
STC	STC Yield Reporting Dashboard	26	0.39%	2	26	100.00%	4	18	26	100.00%	0	0.00%	0	0.00%
Mail Quality	Barcode Scan Rate (eDoc Submitter)	24	0.36%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
eMIR	Date Distribution Report	24	0.36%	1	24	100.00%	4	12	24	100.00%	0	0.00%	0	0.00%

Report Category	Report Name	# Jobs	% Total	# Unique Users	# Success	Success Rate	Avg. Sec. Success	Max Sec. Success	# Success 0-1 min	% Success 0-1 min	# Success 1-5 min	% Success 1-5 min	# Success 5+ min	% Success 5+ min
Mail Quality	Mail Quality Error Type Report (Mail Owner)	24	0.36%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Report	24	0.36%	1	24	100.00%	68	180	12	50.00%	12	50.00%	0	0.00%
eMIR	Problem Type Distribution Report	24	0.36%	1	24	100.00%	7	13	24	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Trend Analysis	24	0.36%	1	24	100.00%	1048	1368	0	0.00%	0	0.00%	24	100.00%
	Mail Exception Bulletin Board	24	0.36%	1	24	100.00%	1550	2596	0	0.00%	0	0.00%	24	100.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	24	0.36%	6	24	100.00%	12	48	24	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Summary Report (Mail Preparer)	24	0.36%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (Mail Owner & Preparer)	22	0.33%	6	22	100.00%	35	309	20	90.91%	0	0.00%	2	9.09%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Preparer)	21	0.32%	6	21	100.00%	1176	2631	0	0.00%	1	4.76%	20	95.24%
Mail Quality	Mail Quality Detailed Error Report (Mail Owner & Preparer)	20	0.30%	3	20	100.00%	3	5	20	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	20	0.30%	2	20	100.00%	7	9	20	100.00%	0	0.00%	0	0.00%
General/Help	User Guides	18	0.27%	7	18	100.00%	1	2	18	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Dashboard (Mail Preparer)	18	0.27%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
STC	STC Container Level Drill	18	0.27%	1	18	100.00%	5	13	18	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Preparation and Data Quality Dashboard	18	0.27%	3	0	0.00%			0	0.00%	0	0.00%	0	0.00%
eInduction	eInduction Errors by Transportation Carrier	14	0.21%	3	14	100.00%	21	114	12	85.71%	2	14.29%	0	0.00%
eInduction	eInduction Errors by Transportation Carrier and Job	10	0.15%	2	10	100.00%	1	1	10	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	8	0.12%	2	8	100.00%	13	17	8	100.00%	0	0.00%	0	0.00%
General/Help	Error Code and Description Guide	7	0.11%	3	7	100.00%	1	3	7	100.00%	0	0.00%	0	0.00%
	MID Usage Report	6	0.09%	3	6	100.00%	2	4	6	100.00%	0	0.00%	0	0.00%
eMIR	Detail Issue Report	6	0.09%	1	6	100.00%	0	1	6	100.00%	0	0.00%	0	0.00%
Mail Quality	Mailing Data Quality Summary Report	5	0.08%	2	0	0.00%			0	0.00%	0	0.00%	0	0.00%
STC	STC Detail Report by Exclusion Reason	4	0.06%	1	4	100.00%	7	8	4	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Mailer Exception Report	4	0.06%	1	4	100.00%	1	1	4	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (Mail Owner & Preparer)	4	0.06%	2	4	100.00%	2	2	4	100.00%	0	0.00%	0	0.00%
	IMBA Transaction Report - EXT	4	0.06%	2	4	100.00%	5	8	4	100.00%	0	0.00%	0	0.00%
Mail Quality	Seamless Acceptance Summary Report (eDoc Submitter)	4	0.06%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
STC	STC Mailing Group Exclusion Reason Drill	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
Mail Quality	Seamless Acceptance Error Type Report (Mail Preparer)	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Monthly Trending Report (Mail Owner and Preparer)	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
eInduction	Site Performance Report	2	0.03%	1	2	100.00%	119	119	0	0.00%	2	100.00%	0	0.00%
STC	STC Detail Report by eDoc Submitter	2	0.03%	1	2	100.00%	1	1	2	100.00%	0	0.00%	0	0.00%
Mail Quality	Seamless Acceptance Summary Report (Mail Preparer)	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Mail Quality	Full Service eDoc Verification Invoice Report	2	0.03%	1	0	0.00%			0	0.00%	0	0.00%	0	0.00%
Total		6641												
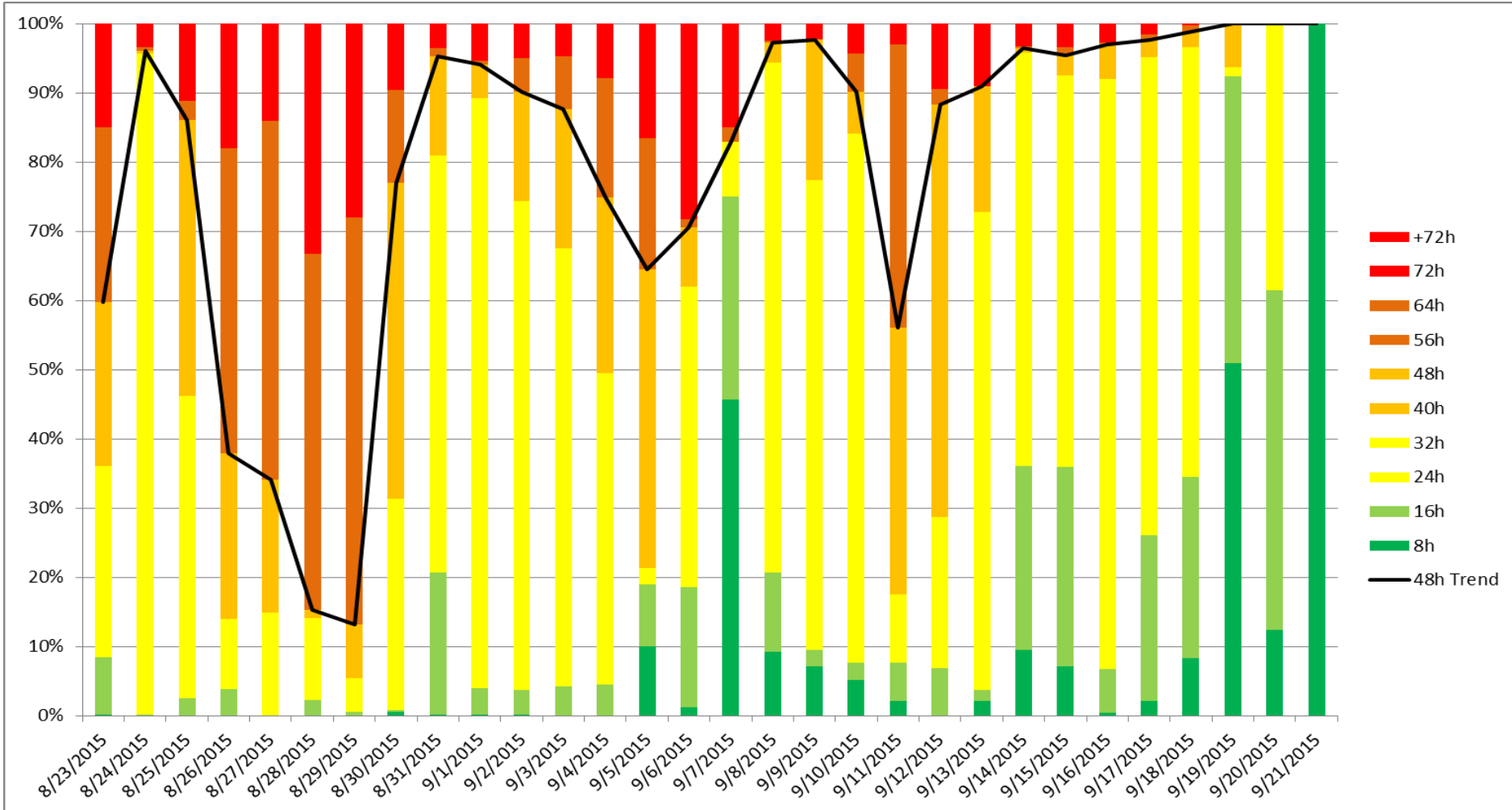
- INC000000597251 - MDQ did not meet the 48h SLA on 8/23 due to MDQ stage error

- MDQ did not meet the 48h SLA from 8/25-8/30

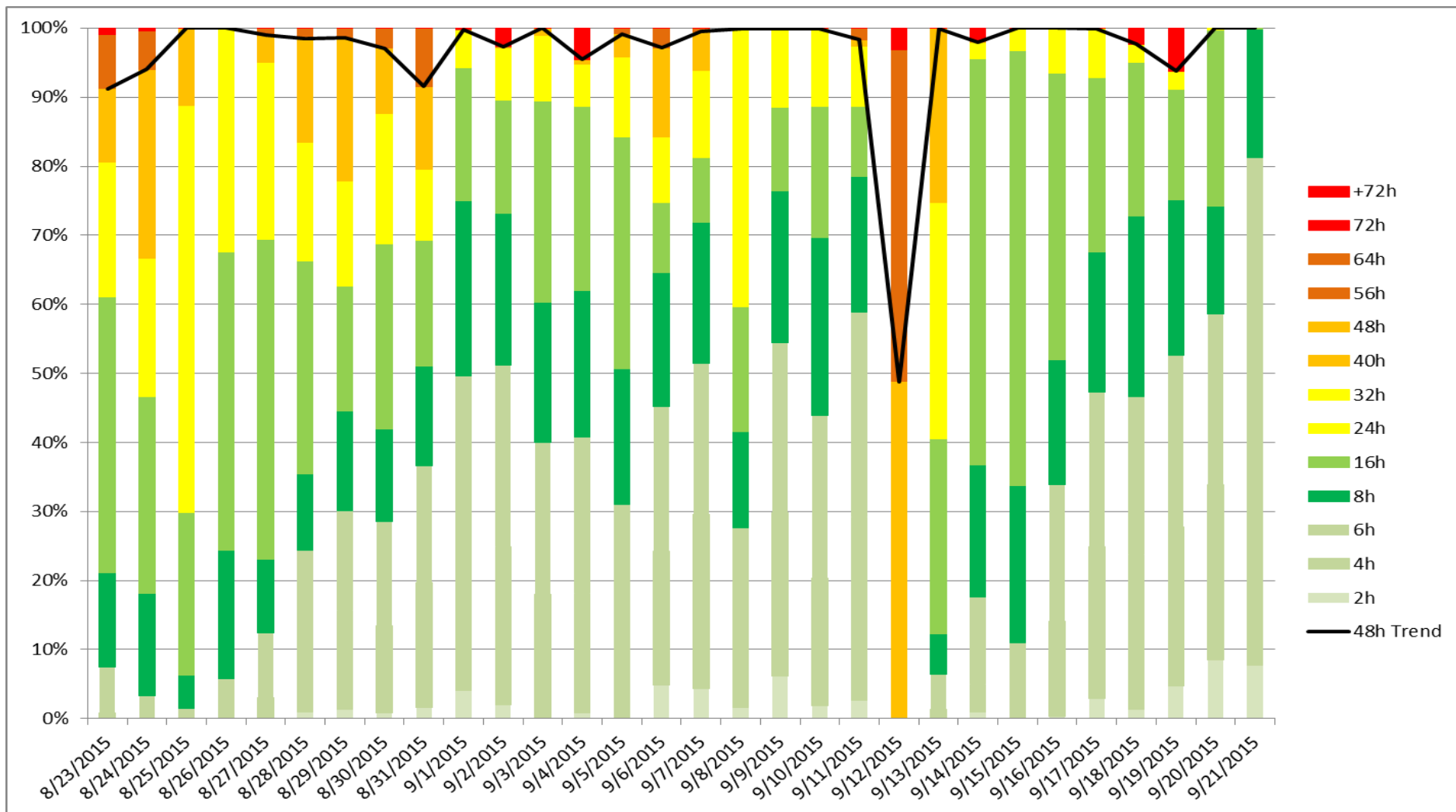- MDQ did not meet the 48h SLA from 9/3 - 9/7 and 9/11-9/12
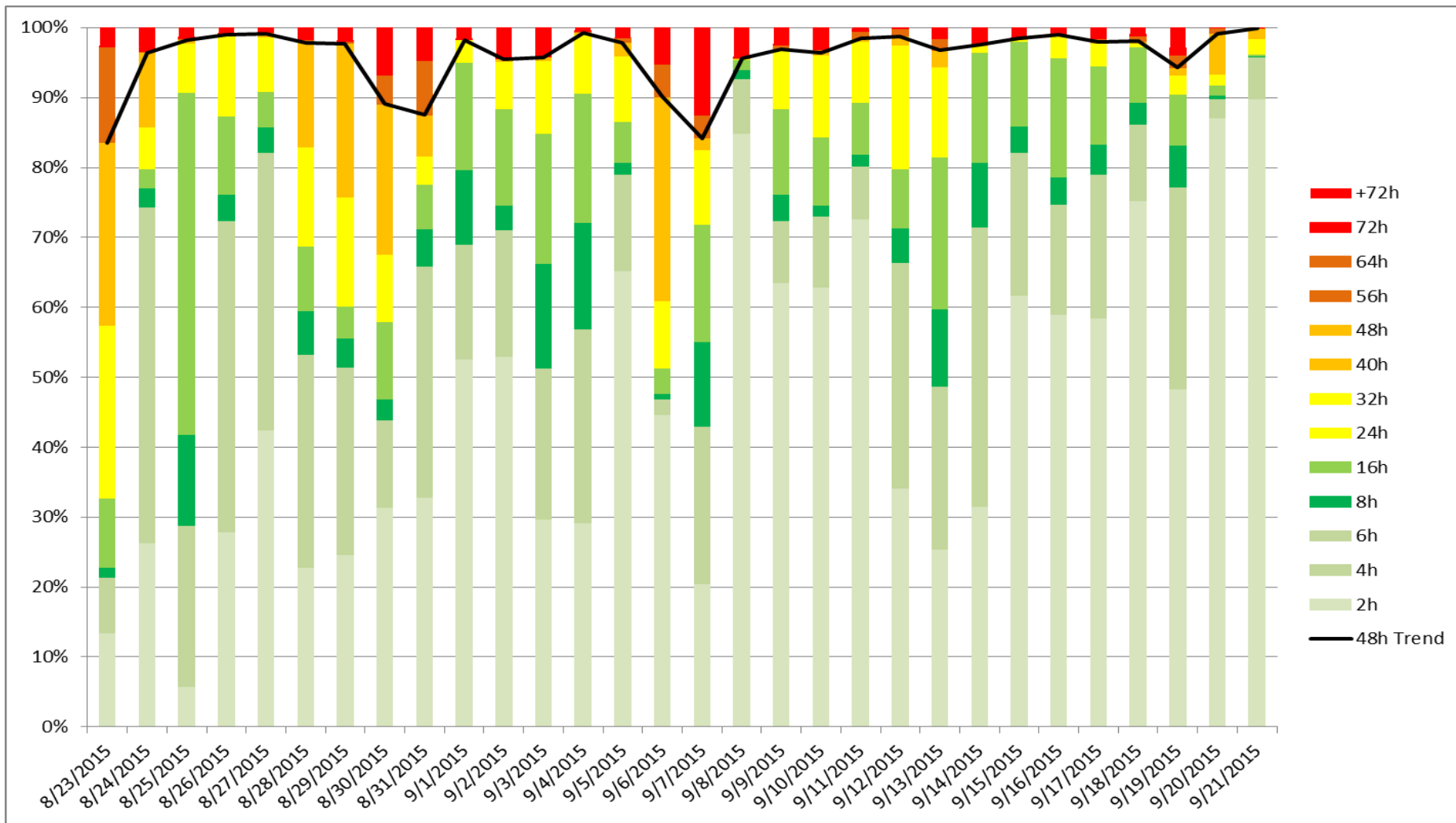
- INC000000697785 - Container did not meet the 48h SLA on 8/23 due to Pre-Process occurring twice
- INC000000710062 - Container did not meet the 48h SLA from 8/30-8/31 due to container scan verification failure
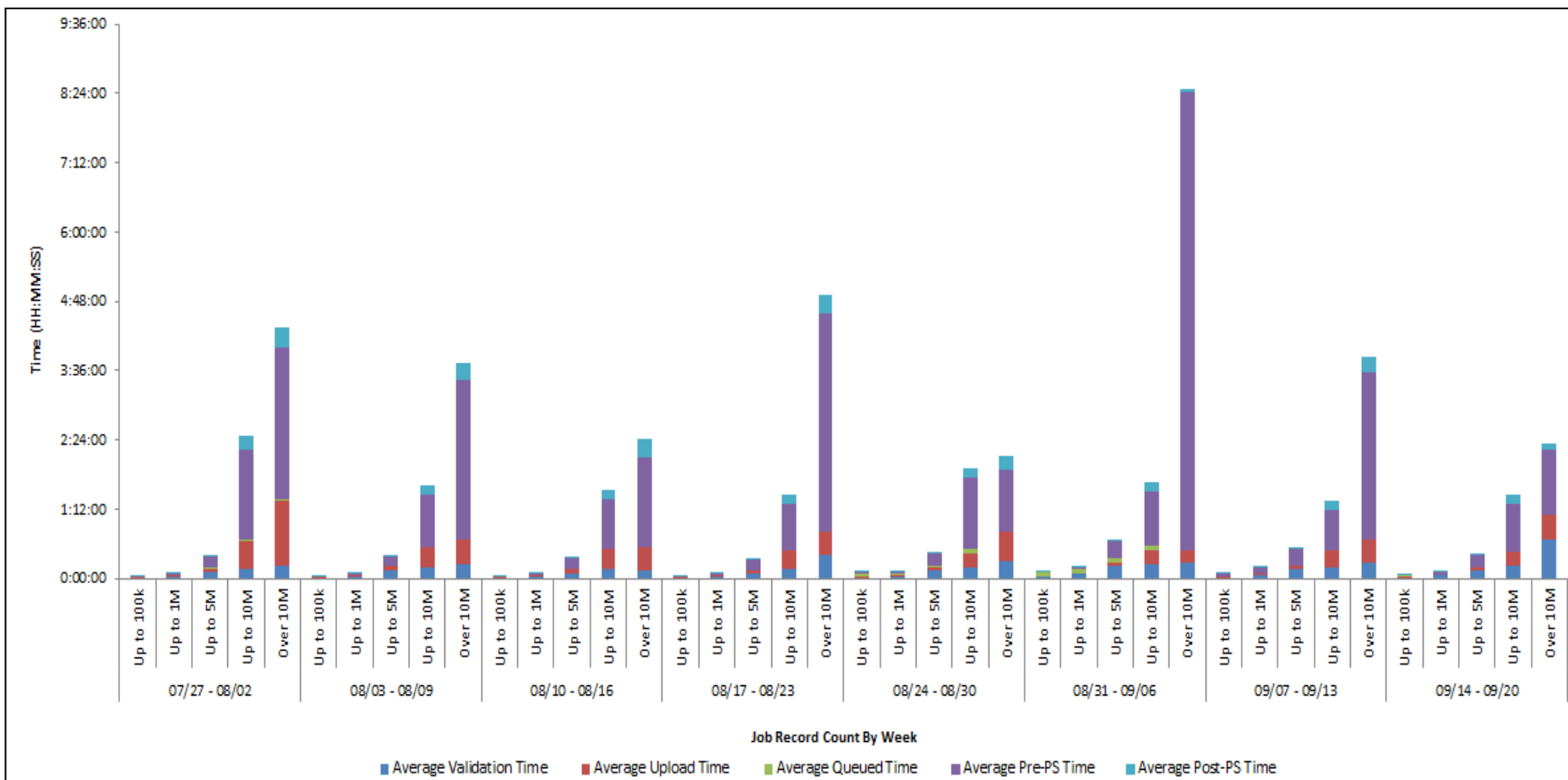- Container Visibility did not meet the 48h SLA on 9/7

- INC000000726321- Tray Visibility did not meet SLA on 9/12 due to tray scan process failure

APPENDIX

Detailed Performance Metrics

Average End-to-End Time by Job Record Count

Number of Mail.dat Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	07/27 - 08/02	08/03 - 08/09	08/10 - 08/16	08/17 - 08/23	08/24 - 08/30	08/31 - 09/06	09/07 - 09/13	09/14 - 09/20		
	R41.1.4 7/30	R41.2 8/3			R41.2.1 8/30			R41.3.2 10/20		
0:00:00 to 0:04:59	50,802	50,858	45,646	43,431	45,646	43,431	45,104	54,068	378,986	86.13%
0:05:00 to 0:09:59	2,316	2,408	2,946	3,930	2,946	3,930	2,794	3,450	24,720	91.75%
0:10:00 to 0:29:59	1,267	1,477	2,181	4,342	2,181	4,342	1,699	2,193	19,682	96.23%
0:30:00 to 0:59:59	350	217	1,900	4,166	1,900	4,166	276	297	13,272	99.24%
1:00:00 to 1:59:59	202	38	979	215	979	215	53	45	2,726	99.86%
2:00:00 to 3:59:59	12	48	18	215	18	215	5	8	539	99.98%
4:00:00 to 7:59:59	0	1	0	3	0	3	1	3	11	99.99%
8:00:00 to 11:59:59	0	1	0	13	0	13	0	1	28	99.99%
12:00:00 to 23:59:5	0	0	1	0	1	0	0	1	3	99.99%
24:00:00 +	2	0	12	1	12	1	1	0	29	100.00%
Total Jobs	54,951	55,048	53,683	56,316	53,683	56,316	49,933	60,066	439,996	100.00%
Total Records	2,853,307,130	2,783,681,761	2,724,081,989	2,716,433,818	2,827,535,695	2,966,106,155	3,150,950,114	3,127,000,240	23,149,096,902	

**Number of Mail.xml PostageStatementCreateRequest messages
per Processing Time Interval**

Time Interval (HH:MM:SS)	Week								Total Jobs
	07/27 - 08/02 R41.1.4 7/30	08/03 - 08/09 R41.2 8/3	08/10 - 08/16	08/17 - 08/23	08/24 - 08/30 R41.2.1 8/30	08/31 - 09/06	09/07 - 09/13 R41.3.2 10/20	09/14 - 09/20	
0:00:00 to 0:00:2	7,815	8,281	5,534	5,202	7,423	8,661	7,039	7,229	57,184
0:00:30 to 0:00:5	51	55	2,106	2,269	559	322	92	61	5,515
0:01:00 to 0:01:2	10	13	67	200	173	35	25	17	540
0:01:30 to 0:01:5	9	11	36	74	54	21	9	3	217
0:02:00 to 0:02:2	5	12	25	38	27	16	7	2	132
0:02:30 to 0:02:5	16	15	15	24	33	16	6	4	129
0:03:00 to 0:03:2	15	14	8	12	17	10	6	6	88
0:03:30 to 0:03:5	9	10	8	12	11	8	7	4	69
0:04:00 to 0:04:2	7	9	10	14	13	10	2	0	65
0:04:30 to 0:04:5	7	6	5	12	9	5	3	0	47
0:05:00+	91	77	111	110	111	87	8	0	595
Total Jobs	8,035	8,503	7,925	7,967	8,430	9,191	7,204	7,326	64,581

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UNITED STATES POSTAL SERVICE ®

Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
9-Sep	Over 10M	2:00:00	PPSC2191	0:00:30	0:00:31	0:00:12	2:55:34	0:01:17	2:56:47	PB PRESORT SERVICES INC - PSC
10-Sep	Over 10M	2:00:00	QG79D602	2:14:19	0:00:35	0:00:05	0:18:34	0:10:54	2:33:33	QUAD/GRAPHICS-SUSSEX
10-Sep	Up to 10M	2:00:00	QG79D702	0:00:06	0:00:32	4:14:41	0:48:12	0:00:04	5:03:31	QUAD/GRAPHICS-SARATOGA SPRINGS
10-Sep	Up to 10M	2:00:00	PIND1920	0:20:59	0:18:05	0:00:03	1:48:03	0:00:00	2:27:10	PB PRESORT SERVICES INC - IND
10-Sep	Up to 10M	2:00:00	PRDG8428	0:13:54	1:53:32	0:00:02	0:18:45	0:03:03	2:26:13	PB PRESORT SERVICES INC - RDG
11-Sep	Up to 10M	2:00:00	PRDG8431	2:08:56	0:01:08	0:00:20	0:02:19	0:00:08	2:12:43	PB PRESORT SERVICES INC - RDG
12-Sep	Up to 5M	2:00:00	QG79S004	0:00:35	0:00:38	2:58:47	0:00:26	0:00:00	3:00:26	QUAD/GRAPHICS-SARATOGA SPRINGS
14-Sep	Over 10M	2:00:00	PMKE2245	0:00:08	0:00:34	2:58:47	0:00:07	0:00:00	2:59:36	PB PRESORT SERVICES INC - MKE
15-Sep	Over 10M	2:00:00	PPSC2196	0:34:39	1:06:57	0:00:09	1:40:40	0:20:59	3:22:25	PB PRESORT SERVICES INC - PSC
15-Sep	Up to 5M	2:00:00	00004997	0:36:25	2:26:15	0:00:11	0:46:36	0:09:59	3:49:27	Executive Mailing Service
15-Sep	Over 10M	2:00:00	PDFW0605	0:15:42	0:06:30	0:00:12	12:30:23	0:00:00	12:52:47	PB PRESORT SERVICES INC - DFW
16-Sep	Up to 5M	2:00:00	91285001	0:10:23	0:02:47	0:00:14	4:21:22	0:03:10	4:34:46	RR DONNELLEY - DANVILLE
16-Sep	Up to 10M	2:00:00	QG7AWK02	0:04:11	0:01:40	0:00:08	2:17:05	0:05:13	2:23:04	QUAD/GRAPHICS-SUSSEX

Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
16-Sep	Up to 100k	2:00:00	91285002	0:06:34	0:01:50	0:00:10	5:01:24	0:03:58	5:09:58	RR DONNELLEY - DANVILLE
16-Sep	Up to 1M	2:00:00	91286001	0:08:41	0:01:13	0:00:08	2:47:05	0:02:06	2:57:07	RR DONNELLEY - DANVILLE
16-Sep	Up to 100k	2:00:00	91286002	0:50:03	0:23:41	0:00:10	0:54:11	0:07:47	2:08:05	RR DONNELLEY - DANVILLE
16-Sep	Up to 5M	2:00:00	52582SE3	0:47:50	0:51:15	0:00:04	1:18:55	0:16:56	2:58:04	RR DONNELLEY - BOLINGBROOK
17-Sep	Up to 5M	2:00:00	QG7B2B04	0:29:50	0:00:54	0:00:14	1:39:07	0:02:12	2:10:05	QUAD/GRAPHICS-SUSSEX
18-Sep	Up to 10M	2:00:00	QG7AMT04	0:51:26	0:11:32	0:00:09	1:05:17	0:00:00	2:08:24	QUAD/GRAPHICS-SUSSEX
18-Sep	Over 10M	2:00:00	PPSC2198	0:08:22	0:19:58	0:00:11	1:48:43	0:31:46	2:17:14	PB PRESORT SERVICES INC - PSC